

WHAT IS CLAIMED IS:

- 1 1. A voice integration platform that provides for integration with a data
2 system that includes stored data, the voice integration platform comprising:
3 one or more generic software components, the generic software components
4 being configured to enable development of a specific voice user interface, the
5 specific voice user interface being designed to interact with the data system to
6 present the stored data to a user.
- 1 2. A voice integration platform that provides for integration with a data
2 system that includes stored data, the voice integration platform comprising:
3 one or more generic software components, the generic software components
4 being configured to enable development of a specific voice user interface, the
5 specific voice user interface being designed to interact with the data system to
6 present the stored data to a user;
7 wherein the generic software components include a generic voice gateway;
8 and
9 wherein the generic software components include a generic personalized
10 dialogs software component.
- 1 3. The platform recited in Claim 1, wherein the generic software components
2 include a component that is configured to facilitate integration with a Web
3 application server.
- 1 4. The platform recited in Claim 1, wherein the generic software components
2 include a component that is configured to facilitate integration with a database
3 stored in a memory.
- 1 5. The platform recited in Claim 1, wherein the generic software components
2 include a component that is configured to facilitate integration with an automated
3 banking system.
- 1 6. The platform recited in Claim 1, wherein the generic software components
2 include a component that is configured to facilitate integration with a customer call
3 center.

- 1 7. The platform recited in Claim 1, wherein the generic software components
2 include a generic voice gateway.
- 1 8. The platform recited in Claim 1, wherein the generic software components
2 include a generic tools component.
- 1 9. The platform recited in Claim 1, wherein the generic software components
2 include a generic infrastructure software component.
- 1 10. The platform recited in Claim 9, wherein the generic infrastructure software
2 component includes a generic domain controller component.
- 1 11. The platform recited in Claim 1, wherein the generic software components
2 include a generic personalization software component.
- 1 12. The platform recited in Claim 1, wherein the generic software components
2 include a generic applications software component.
- 1 13. The platform recited in Claim 12, wherein the generic applications software
2 component further comprises a generic email component.
- 1 14. The platform recited in Claim 12, wherein the generic applications software
2 component further comprises a generic notification component.
- 1 15. The platform recited in Claim 1, wherein the generic applications software
2 components include a generic personalized dialogs software component.
- 1 16. The platform recited in Claim 15, wherein the generic personalized dialogs
2 software component further comprises a generic error-trapping software
3 component.
- 1 17. The platform recited in Claim 15, wherein the generic personalized dialogs
2 software component further comprises a generic list browse software component.
- 1 18. The platform recited in Claim 15, wherein the generic personalized dialogs
2 software component further comprises a generic scheduling software component.
- 1 19. The platform recited in Claim 1, wherein the generic software components
2 include a generic content management software component.
- 1 20. The platform recited in Claim 1, wherein the generic software components
2 include a generic integration software component.
- 1 21. A method for enabling the development of a voice user interface that is
2 designed to interact with a data system that includes stored data, comprising:
- 3 providing one or more generic software components, the generic software
4 components being configured to enable development of a specific voice user

5 interface, the specific voice user interface being designed to interact with the data
6 system to present the stored data to a user.

1 22. A method for enabling the development of a voice user interface that is
2 designed to interact with a data system that includes stored data, comprising:

3 providing one or more generic software components, the generic software
4 components being configured to enable development of a specific voice user
5 interface, the specific voice user interface being designed to interact with the data
6 system to present the stored data to a user;

7 wherein providing one or more generic software components further
8 comprises providing a generic voice gateway; and

9 wherein providing one or more generic software components further
10 comprises providing a generic personalized dialogs software component.

1 23. The method recited in Claim 21, wherein providing one or more generic
2 software components further comprises providing a component that is configured
3 to facilitate integration with a Web application server.

1 24. The method recited in Claim 21, wherein providing one or more generic
2 software components further comprises providing a component that is configured
3 to facilitate integration with a database stored in a memory.

1 25. The method recited in Claim 21, wherein providing one or more generic
2 software components further comprises providing a component that is configured
3 to facilitate integration with an automated banking system.

1 26. The method recited in Claim 21, wherein providing one or more generic
2 software components further comprises providing a component that is configured
3 to facilitate integration with a customer call center.

1 27. The method recited in Claim 21, wherein providing one or more generic
2 software components further comprises providing a generic voice gateway.

1 28. The method recited in Claim 21, wherein providing one or more generic
2 software components further comprises providing a generic tools component.

1 29. The method recited in Claim 21, wherein providing one or more generic
2 software components further comprises providing a generic infrastructure software
3 component.

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- 1 30. The method recited in Claim 29, wherein providing a generic infrastructure
2 software component further comprises providing a generic domain controller
3 component.
- 1 31. The method recited in Claim 21, wherein providing one or more generic
2 software components further comprises providing a generic personalization
3 software component.
- 1 32. The method recited in Claim 21, wherein providing one or more generic
2 software components further comprises providing a generic applications software
3 component.
- 1 33. The method recited in Claim 32, wherein providing a generic applications
2 software component further comprises providing a generic email component.
- 1 34. The method recited in Claim 32, wherein providing a generic applications
2 software component further comprises providing a generic notification component.
- 1 35. The method recited in Claim 21, wherein providing one or more generic
2 software components further comprises providing a generic personalized dialogs
3 software component.
- 1 36. The method recited in Claim 35, wherein providing one or more generic
2 software components further comprises providing a generic error-trapping software
3 component.
- 1 37. The method recited in Claim 35, wherein providing a generic personalized
2 dialogs software component further comprises providing a generic list browse
3 software component.
- 1 38. The method recited in Claim 35, wherein providing a generic personalized
2 dialogs software component further comprises providing a generic scheduling
3 software component.
- 1 39. The method recited in Claim 21, wherein providing one or more generic
2 software components further comprises providing a generic content management
3 software component.
- 1 40. The method recited in Claim 21, wherein providing one or more generic
2 software components further comprises providing a generic integration software
3 component.
- 1 41. A voice integration platform that provides for integration with a data
2 system that includes stored data, the voice integration platform comprising:

means for developing a specific voice user interface, the specific voice user interface being designed to interact with the data system to present the stored data to a user.

42. A voice integration platform that provides for integration with a data system that includes stored data, the voice integration platform comprising:

means for developing a specific voice user interface, the specific voice user interface being designed to interact with the data system to present the stored data to a user;

wherein the means for developing a voice user interface further comprises means for allowing the user of a local device to interact with the data system via voice communication; and

wherein the means for developing a voice user interface further comprises means for incorporating natural language concepts in order to present a human-like and conversational tone to the user.

43. The voice integration platform recited in Claim 41, wherein the means for developing a specific voice user interface further comprises means for facilitating integration with a Web application server.

44. The voice integration platform recited in Claim 41, wherein the means for developing a specific voice user interface further comprises means for facilitating integration with a database stored in a memory.

45. The voice integration platform recited in Claim 41, wherein the means for developing a specific voice user interface further comprises means for facilitating integration with an automated banking system.

46. The voice integration platform recited in Claim 41, wherein the means for developing a specific voice user interface further comprises means for facilitating integration with a customer call center.

47. The voice integration platform recited in Claim 41, wherein the means for developing a specific voice user interface further comprises means for allowing the user of a local device to interact with the data system via voice communication.

48. The voice integration platform recited in Claim 41, wherein the means for developing a specific voice user interface further comprises means for monitoring software code.

- 1 49. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for testing
3 software code.
- 1 50. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for debugging
3 software code.
- 1 51. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for providing
3 infrastructure functionality.
- 1 52. The voice integration platform recited in Claim 51, wherein the means for
2 providing infrastructure functionality further comprises means for managing the
3 organization and storage of information into logically distinct storage categories.
- 1 53. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for facilitating
3 interaction with personalization data in the data system.
- 1 54. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for sending
3 email messages in voice format.
- 1 55. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for retrieving
3 email messages in voice format.
- 1 56. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for providing
3 information to a local device when a user opts to transfer from an automated voice
4 application to live support.
- 1 57. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for
3 incorporating natural language concepts in order to present a human-like and
4 conversational tone to the user.
- 1 58. The voice integration platform recited in Claim 57, wherein the means for
2 incorporating natural language concepts further comprises means for providing that
3 prompts are not repeated when an error occurs with user voice input.
- 1 59. The voice integration platform recited in Claim 57, wherein the means for
2 incorporating natural language concepts further comprises means for presenting a
3 list of items to the user such that the presentation emulates human verbal discourse.

- 1 60. The voice integration platform recited in Claim 57, wherein the means for
2 incorporating natural language concepts further comprises means for providing
3 scenario-driven personalization.
- 1 61. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for facilitating
3 interaction of the specific voice user interface with content management software
4 on the data system.
- 1 62. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for enhanced
3 management of audio content.
- 1 63. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for generating
3 meta tag data for information received from an audio feed.
- 1 64. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for providing
3 templates for the creation of dialogs.
- 1 65. The voice integration platform recited in Claim 41, wherein the means for
2 developing a specific voice user interface further comprises means for allowing the
3 specific voice user interface 27 and the data system 6 to exchange and share data.

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